

JUSTIN RODRIGUEZ

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SUMMARY

Detail-oriented Program Coordinator with 10+ years of experience in customer relations and process improvement. Skilled in data analysis, problem-solving, program evaluation, and planning.

PROFESSIONAL SKILLS

- Customer Relations
- Reporting
- Coordinator
- Quality Management
- Continuous Improvement
- Project Management
- Quality Analysis
- Critical Thinking

WORK EXPERIENCE

Director of Operations

Aug 2023 – Present

Zebra Digital Health, LLC

- Overseeing employees and productivity daily
- Keeping track of the company's revenue margins and conducting budget reviews to maximize profits
- Defining, implementing, and revising operational policies and guidelines for the organization
- Developing and executing new growth directives
- Scheduling potential leads with new clients and negotiating terms
- Work closely with our legal team to develop and adjust contracts and agreements

Retail S&R Associate II (Driver)

Aug. 23 – Dec. 24

Nike INC

- Load and unload products to be delivered while ensuring all items being delivered remain intact during transport and delivery
- Inspect the delivery vehicle regularly including adding fuel, def and dropping off for maintenance
- Collaborate with material handlers labeling product and back-stocking accordingly
- Assist the leadership with disposing of waste and recycled materials
- Using a platform built for Nike, pull product to deliver to the stores when either sold or leadership "picklist"

Program Coordinator

Jan 2019 – July 2023

Public Health Solutions, Nurse Family Partnership

- Coordinated program logistics to keep all relevant materials and equipment available and in good condition
- Collaborated with other program coordinators to achieve consistency in program objectives and services
- Headed the implementation of infrastructure necessary for ongoing business and process improvement activities in close coordination with cross-functional teams during the pandemic
- Prepared spreadsheets, reports, and presentations for weekly meetings between cross-functional team members
- Analyzed program data by tracking and reporting program outcomes to identify areas for improvement
- Kept program-related data accurate, up-to-date, and easily accessible
- Coordinated and completed agile, quarterly reports adhering to DOH guidelines
- Created planning templates to track tasks, schedules, costs, and resources; maintained and evaluated digital records of data, training, and development; and ensured that a project remained on track and under budget
- Accurately entered proper ICD and procedure codes monthly based on targeted case management agreement

Medical Support Assistant

May 2022 – May 2023

Veteran Affairs Healthcare System

- Assisted in the preparation of medical reports, including data entry and filing
- Answered telephones in a courteous and professional manner, routing calls and providing information
- Maintained a clean and organized work area, ensuring all supplies were stocked in the outpatient lab
- Assisted in the preparation of patient materials and educational materials
- Answered patient questions and provided information regarding office policies and procedures
- Assisted with the management of medical supplies, ensuring inventory is accurate and up to date

- Trained new staff members in medical office policies and procedures
- Ensured patient confidentiality and HIPAA compliance
- Processed medical lab orders, ensuring accuracy and timely completion

Medical Management Care Coordinator

Sep 2017 – Dec 2018

Visiting Nurse Service of NY

- Created authorizations for DME, Enteral Formula, PCA/HHA, Transportation, Social Adult Daycare/Adult Medical Model, etc.
- Answered inbound calls via Provider Line conversing directly with Physicians and Medical Office Coordinators
- Managed incoming fax queue daily and processed updates on authorizations or requests for different services
- Assigned request for changes to Clinical Evaluation Managers while setting priority levels and decision dates accordingly
- Generated Single Case Agreements or Letters of Agreements and sent them to Contract in order to establish rates for Out Of Network Vendors

Reassessment Scheduling Liaison

Oct 2015 – Jul 2017

Health First Health Insurance

- Scheduled Patient Home Visits for the following: Initial Assessments, FIDA, Auto- enrollments, Priority, Nursing Home, and Routine Reassessments
- Assigned cases to Reassessment Nurses to ensure at-home services were adequate
- Completed up to 100 outbound calls daily to schedule Patient appointments for Nurses
- Direct communication with all Nurse Managers to prioritize special cases
- Distributed necessary paperwork each month for all Nurses
- Completed a monthly report for Nurse Managers to review for efficiency

EDUCATION & CERTIFICATIONS

Bachelor of Science in Psychology: Business

Jun 2020

College of Staten Island, Staten Island, NY

Liberal Arts A.A.

College of Staten Island, Staten Island, NY

Property and Casualty License (Florida)

May 2023

Kaplan Learn

Accident and Health License (New York)

Sept 2013

State of New York Dept. of Financial Services